



Data Sheet w/ Definitions

NAME OF THE STEP/PROCESS:	
STEP DESCRIPTION: (Description of what is included in the step, what is encompassed in it.)	
SPECIAL CONSIDERATIONS: (Notations about special needs, such as training, limitations, licenses, certifications, etc.)	
Amount of Work Waiting for this Step: (How many people or items are waiting. Shows backlogs, excess inventory, and bottlenecks)	
C-T CYCLE TIME: (The amount of time it takes to complete one step/item from the end of the previous step to the end of the current step. Includes changeover time, wait time, etc.)	
# OF PEOPLE: (Required to do this step for this one item at the same time)	
S-T STAFF TIME: (Amount of staff time involved in this step for <u>all</u> staff involved -- this is the time actually spent acting on, doing, changing, or working with a person or single item multiplied by the # of People doing this work. Includes time waiting if performing other work is unlikely.)	
V-A VALUE ADDED % : (An estimate of the percentage of Value-Added Time within the Cycle Time for the step. This is what the customer would be willing to pay for if given the choice)	
R-N-V-A REQUIRED NON-VALUE ADDED % : (An estimate of Non-Value-Added Time that is required by law, rule, regulation, or other mandate.)	
C-O CHANGE OVER TIME: (The amount of time it takes to change over from the end of the previous step to the beginning of this step – such as logging into a computer application, getting records/forms, setting up for customer encounters, etc.)	
U-T UP TIME % : (The percentage of time a person, program, printer, copier, etc. is available compared to the time each is expected to be available/run. For example, the time a supervisor is available for signatures, the time a copier is available and/or works.)	
F-P-Y FIRST PASS YIELD % (The percentage of time that quality standards are met the FIRST time through; the percentage of time the step is completed correctly the FIRST time)	
NOTES: (All pertinent ideas, assumptions, and information -- Any information about the process that is important and not captured in other data boxes.)	